
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the written (multiple choice) examination for the **Insurance Performance Examiner I (Option 2)** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. NUMERIC REASONING (22 Questions)

An employee in this job must be able to determine whether rate schedules, policy rates and or policy settlement amounts are correct when investigating consumer complaints. In order to successfully perform these tasks, the examiner must be able to identify variables, compute and solve for unknown values. This involves the ability to perform basic math functions. Your ability to reason numerically will be assessed by this section of the exam.

- Solving word problems;
- Addition, subtraction, multiplication and division;
- Calculating percentages and equations;
- Determine average weekly salaries.

II. WRITTEN COMMUNICATION SKILLS (22 Questions)

An employee in this job must document findings when investigating an insurance agency or agent. This requires the use of report writing skills such as grammar, punctuation, the ability to compose clear, concise statements and a command of the basic vocabulary germane to the insurance industry. This section will assess your skill in written communication.

- Capability to understand written directions and following procedures;
- Knowledge of punctuation;
- Determining the best grammatically correct sentence;
- Ascertain important details to include in reports.

III. PERSONAL COMPUTER SKILLS (10 Questions)

An Insurance Performance Examiner uses a personal computer in virtually all aspects of the job. The personal computer is used to compose written reports to document investigation findings, create spreadsheets and databases as well as to generate memos and other job related correspondence. Therefore, it is extremely important to have a basic familiarity with personal computers. Your personal computer skills will be assessed by this section of the exam.

- Using word processing features;
- Computer terminology;
- Using spreadsheets and databases;
- Knowledge of data management software.

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IV. INSURANCE CLAIMS, RATING & UNDERWRITING PRACTICES (18 Questions)

An employee in this job spends a significant amount of job time performing tasks such as reviewing rate schedules, underwriting practices and claims procedures for various insurance agencies. Thus, a knowledge and understanding of insurance codes, statues and regulations pertaining to claims, rating and underwriting practices is critical in order to recognize any inconsistencies or illegalities. This section of the exam accesses your knowledge of insurance claims, rating and underwriting procedures.

- Knowledge of insurance terminology;
- Understanding of insurance regulations;
- Determining insurance policy rates;
- Familiarity in processing claims.